

RMD Bulletin

Knowledge is power...



HEALTHY WAY LA ANNUAL REDETERMINATION FORM REMINDER

Providers: Remind Healthy Way LA (HWLA) recipients that their membership must be renewed each year. Clients will receive a three (3) page HWLA Annual Redetermination Form in the mail two (2) months prior to the renewal month.

The HWLA Annual Redetermination Form needs to be submitted in person before the renewal month, so that the client does not become disenrolled and the client's HWLA coverage is not disrupted. Clients should go to their Medical Home for the redetermination; ***however, if clients present themselves to a Department of Mental Health (DMH) contract program for redetermination, then DMH contract staff should process the redetermination through Your Benefits Now (YBN).*** Redetermination documents must be uploaded to YBN using the update function.

Clients are required to bring the following paperwork for the HWLA redetermination process:

- HWLA Matched Program Renewal cover letter
- Proof of income
- Proof of address
- The completed HWLA Annual Redetermination Form

HWLA membership will terminate if the client does not complete the renewal process by the end of the renewal month listed on the letter. A Notice of Action (NOA) letter will be sent to the client from the County of Los Angeles Department of Health Services – Healthy Way LA, Member Services.

If the client has any questions about the renewal process, they should contact their Medical Home at the phone number listed on their HWLA Member Identification card.

We're here to help you...

Providers, if you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or via e-mail at RevenueManagement@dmh.lacounty.gov.